

Position: **Benchmark Job #403**

Ministry: Finance and Corporate Relations

Working Title: **Collections Officer**

Branch: Income Tax

Level: Range 18

Location: Victoria

NOC Code: 1435

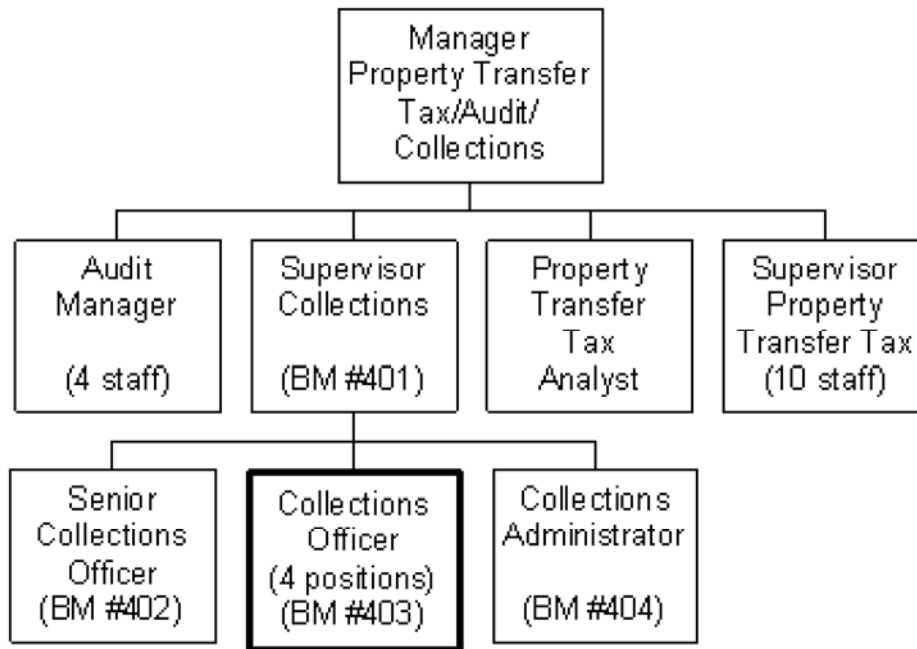
## PRIMARY FUNCTION

To analyze and initiate the collection of delinquent tax accounts, approve payment proposals and advance provincial priorities under several tax acts and related federal and provincial legislation.

## JOB DUTIES AND TASKS

1. Analyzes tax accounts and related financial documentation
  - a. assesses account characteristics against operational guidelines to determine and initiate appropriate collection action or referral to the senior collections officer
  - b. assesses the risk of delinquent tax accounts considering the type of industry, location, seasonality, auditor comments and prior collection history
  - c. searches the location of taxpayers and their assets
  - d. conducts searches to determine asset profiles including reviewing financial statements
  - e. analyzes financial information and impact on individual businesses and negotiates and/or approves payment proposals for up to six months
  - f. analyzes competing creditors' encumbrance documents such as personal Property Security Agreements, Mortgage Builders' Liens, leases or other liens or judgements to establish relative priority of statutory liens by considering the date, nature and value of the charge
  - g. reviews changes in ownership of businesses and assets to advance statutory claims
  - h. examines provincial payment systems (e.g. Corporate Accounting System) and advises the refunds branch to off-set refunds against debts owing
2. Initiates collection action on delinquent tax accounts, protecting and advancing provincial priority and maximizing dollar recovery in a timely manner
  - a. identifies courses of action to collect debts
  - b. liaises with taxpayers' legal and financial representatives to discuss issues such as payment arrangements or collection action
  - c. pursues potential recovery from proprietors and other related individuals or companies and third parties by issuing a demand or Writ of Sale and Seizure
  - d. signs third party demands up to \$5,000 and court certificates and liens on property for unlimited amounts under the Property Transfer Tax Act, Corporation Capital Tax Act, Insurance Premium Tax Act, Logging Tax Act and Mining Tax Act and recommends third party demands in excess of \$5,000
  - e. takes security and registers liens where required
  - f. drafts releases such as Notices of Satisfaction or Form C Releases for authorization by the supervisor
  - g. initiates claims on insolvency accounts up to \$30,000 per account by identifying delinquencies and

- reporting to the audit branch, determining whether the debt is secured or unsecured and filing the proof of claim
- h. ensures evidence is collected according to civil court standards of evidence
3. Conducts appropriate follow-up on delinquent tax accounts and action taken
    - a. ensures negotiated terms and conditions are met and takes remedial action upon default by issuing a demand or Writ of Sale and Seizure on those arrangements less than 90 days old, giving legal notice and following up with legal action on those arrangements older than 90 days
    - b. recommends write-off of provincial tax debts up to \$30,000 per account where further collection activity is not justified or possible
    - c. refers high dollar, high risk or high profile accounts to senior collections officer
  4. Performs other related duties
    - a. reviews court bailiff expenses for accuracy and recommends payment
    - b. orients new staff to the workplace



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p><b>JOB KNOWLEDGE</b></p> <p>Understand the principles of accounting and financial management to interpret financial statements and determine the economic viability of large companies to maximize dollar recovery of delinquent taxes.</p>	G	250
2	<p><b>MENTAL DEMANDS</b></p> <p>Apply structured study, analysis and interpretation of taxpayer accounts and financial statements and choose an approach using a combination of accepted accounting and collections procedures to determine and initiate collection action.</p>	E	150
3	<p><b>INTERPERSONAL COMMUNICATION SKILLS</b></p> <p>Persuasion required to use basic negotiation skills to negotiate payment proposals, often in hostile or contentious situations.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b></p> <p>Some coordination and dexterity required to use a keyboard to access collections databases and financial reports with minimal requirement for speed.</p>	B	10
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b></p> <p>Guided by general collections policies and guidelines applies accepted methods in a different way to enforce the collection of delinquent tax accounts under several tax acts and related federal and provincial legislation.</p>	E	120
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b></p> <p>Considerable financial responsibility to recommend accounts for write-off.</p>	F	43

<b>FACTOR</b>	<b>REASON FOR CLASSIFICATION</b>	<b>DEGREE</b>	<b>POINTS</b>
7	<b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Considerable responsibility to control evidence collection processes to ensure information quality meets standards of evidence for civil court proceedings.	E	33
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Limited responsibility for human resources to provide informal orientation to the workplace to new employees.	A	5
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Moderate care and attention for the well-being of others to ensure that the financial well-being of individuals is not negatively affected by negotiated repayment schedules.	C	15
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused attention to detail to frequently read financial statements, databases and financial reports.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently focus visual attention to computer screens, databases and financial statements.	C	12
12	<b>SURROUNDINGS</b> Exposure to frequent unpleasant dealings with hostile and angry delinquent taxpayers.	C	6
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 705

Level: Range 18